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Washington Business

TV Repairs Still Top Complaint List

By GENE SHUMATE

HERE'S been loud wailing and moaning lately about dishonest home improvement contractors—Congress is even being spurred to act to control them—but the Better Business Bureau reported yesterday that complaints against radio and TV sales and service still heads its list.

It did last year, too.

Home improvement complaints rank third behind appliance sales and service complaints.

BIG 10

Here are the top 10 industry categories which received the most complaints at BBB here last year:

TV-radio sales and service, 74; appliance sales and service, 497; home improvements, 116; furniture, 364; dry cleaners and laundries, 334; apparel, 311; used cars, 260; auto equipment and service, 222; loan and finance, 208; and photography, 197.

Arthur Motley, president of the U. S. Chamber of Commerce and president of Parade magazine, told about 600

members at BBB's 40th annual meeting yesterday, that just joining such organizations isn't enough.

ACTION

"You just can't advertise that honesty is the best policy, because this implies that you're just being honest because it's good for your business."

Business men must be honest for honesty's sake alone, he said.

He said he was appalled by the reaction of some friends in the TV business when newspapers reported the payola scandals.

Because TV executives wanted to play down the scandals, he said, they were being dishonest. It was big news and the newspapers had to report it.

NEW LEADERS

New officers were elected at the meeting. They were:

Oscar I. Dodek of D. J. Kauman, Inc., board chairman; Philip L. Gore of Security Storage, vice chairman; Frank Gunther of Security Bank, treasurer; Richard E. Steen of Lewis & Thos. Saltz, assistant treasurer; Leonard S. McCarthy, secretary, and Richard K. Lyon, general counsel.

Five new directors were added to the board:

J. Arnold Anderson, Safeway Stores, Inc.; Milton Q. Ford, WOL radio; James E. Gifford, Colony Radio & TV Service; Carl J. Matthews, Parker, Woodward & Lothrop.

CPYRGHT

THE Silver Spring Board of Trade has sent a stiff letter to the Montgomery County Council opposing increasing parking meter fines from \$1 to \$2.

THE 53d business has opened in Prince Georges Plaza Shopping Center—Mark's Big Boy Coffee Shop.

CPYRGHT

SOUTHERN RAILWAY reports that gross operating revenue for the first five months was \$112.2 million, compared with \$111.5 million during the same period last year. Net income, however, declined from \$11.4 million, or \$1.57 a share, last year, to \$11 million, or \$1.52 a share, so far this year.

MARIO J. DiPAUL, a former editorial specialist with the Central Intelligence Agency, has joined Ketchum, MacLeod & Grove, Inc., as a public relations account executive.

THE Guardian Federal Savings & Loan Association has opened an outside teller window for pedestrians.